

General Asmarina Service Terms

We reserve the right to accept or decline services we offer at our discretion.

A deposit or full payment will be required to proceed with any job or order.

Title of the goods shall not pass to the buyer until full payment has been received and cleared by Asmarina eConsulting Services.

Invoices not paid in full within 7 days will be charged interest 18% per day.

Any Computer, notebook, printer, screen or other devices must be collected within 10 days after your job completed. If not collected and paid the full service in this period, additional storage fees \$10 per week is added. If you haven't claimed your device and paid all charges due within thirty (30) days after being notified by Asmarina eConsulting Services that your product has been repaired, Asmarina eConsulting Services will consider your product abandoned.

(Data Loss): Asmarina eConsulting Services, doesn't warrant that it will be able to

- i) Repair your device without risk to or loss of programs or data
- ii) Asmarina eConsulting services is not liable for loss or corruption of data or your confidential, proprietary or personal information. Before you send in your device for any repair service, you should make a backup copy of your data.

How to Pay

We accept these payment methods

1. Cash
2. Eftpos
3. Credit cards (Visa and MasterCard) - 1.5% surcharge over the price apply
4. Money transfer to our bank account:

Account Name: Asmarina eConsulting Services

Branch: 062191

Account Name: 10270315

Standard Warranty on Faulty Items

All parts (besides some exceptions outlined below, *must read*) are covered by a standard 1 year return to base warranty. To confirm the warranty on your product or if you are unsure if the part/s you have are faulty please email sales@asmarina.com.au If you originally paid for freight on the item and if the item is faulty as standard we cover the return freight (from us to you, not the other way around). However if the item is not found faulty any return freight must be at your cost. A fee for extended testing on non-faulty products or other fees may apply*.

Goods that have been misused/tampered with or have been physically damaged will not be covered by warranty and will void any warranty usually applicable.

WARNING: If sending in a device with your own data on it (such as a hard drive) it is your responsibility to back up the data (if possible), as the data will not be saved/recovered during the warranty process.

If you are sure the item/s is faulty please send/bring in the faulty part/s with a copy of your original invoice and fault description. If you are sending the product in we are not responsible for damage in transit to us so please be sure to package the goods safely.

Courier/Express/Physically bring in to: Shop1 91-93 Longueville Rd, Lane Cove 2066

Exceptions to Standard Warranty:

Consumables/media/disposables, cables, refurbished items, Generic keyboards/mice (and other obvious things besides) will usually have a warranty period less than 1 year. Please contact us to find out the specific warranty period of the product (presale). As per other products; it is best to bring back the item within 7 days for quickest processing.

Some products have a Manufacturer warranty which the manufacturers have a warranty service direct to the customer in which contact and warranty is best done directly through the manufacturer; AND/OR, some manufacturers offer an extended warranty over 1 year on certain products. See below for more details.

When third party warranty from United Electrical is purchased then all terms, conditions and responsibility is handled through UE directly by default. See below.

Replacement time (standard warranty only):

If your product was DOA please notify us or send/bring it in to us within 7 days of your invoice date to enable the quickest processing time. That way if we have stock we should be able to replace the product on the spot. Please return all packaging & contents.

If you cannot get the product to our store within 7 days please email sales@asmarina.com.au with the part# , serial# ,invoice# and fault description within the 7 days. That way we should be able to process this as a DOA, but there is no guarantee. After that has been done we would need the product sent in ASAP.

If your product was not DOA then we need to send back the faulty product to supplier/manufacturer for a replacement/fix. Typically you can get a replacement within 2-4weeks. However it can vary greatly from product to product.

Manufacturer Warranty on Faulty Items:

Some parts are covered by direct to Manufacturer warranty and so support/warranty is usually done directly to Manufacturer.

(Note: sometimes we can help you getting this done if going direct is an issue to you, but usually you will need to pay for freight/handling charges).

However if the product is DOA please contact us (by email or phone) ASAP (best within 7 days) so can verify with you if something equally suitable can be done here.

The list below is not extensive and is just for a reference guide. Either check inside your product for warranty information or email sales@asmarina.com.au

Monitors/LCDs: Typically 3 years.

Printers/Scanners etc.: Typically 1 year

Consumer Electronics (Digital cameras, DVD Players, etc.): Typically 1 year

Notebooks/PDA etc.: Typically 1 - 2 years

Sony Products (besides Monitors): Typically 1-2 years

All Network products (Synology/Netgear/Dlink/Netcomm/Billion/Tplink etc.): Typically 1-2 years. All contact must be direct through manufacturer first, even if DOA.

All/most UPS manufacturers work in a similar way to Networking products above.

Intel Products: Typically 3 years

Memory Manufacturers: Some brands have extended warranty. 1 year back to IJK. Typically Lifetime to manufacturer.

Refurbished Products: Typically refurbished items have 1 month warrantee, unless otherwise indicated.

Website:

Information Accuracy:

Product information is acquired from suppliers and relevant manufacturers. Please check directly with the manufacturers for the most up to date information. While we make every effort to keep this site current and error free, we cannot honour errors which include but are not limited to outdated/incorrect pricing and/or specifications. Prices and specifications can change without notice. Pictures are for illustration purposes only. Individual compatibility of items not guaranteed unless installed and tested by our technicians.

Liability:

All our website information and our products / services are provided "AS IS" with no guarantee or warranty whatsoever against possible damages that may arise from the use of the information on this site or use of any of our services and/or products provided it is within the law to do so. We will do what is required by law and will aim to do our utmost to do what is agreeable and correct so as to avoid any such issues. Any order made on this website may be become void at our discretion, whether payment has been made or not. For example, this may happen in an order with an item which has found to be no longer available, or available at quoted price. Any funds paid will be refunded if applicable. Individual compatibility of items not guaranteed unless installed and tested by our technicians. If in the unlikely event it is found that we have sent you the wrong product please make sure to not open or use the product at all and contact us immediately upon receipt. Once the unit is returned we can exchange the unit for the correct one ordered or an agreed upon equivalent. If you open and use the product then there may be fees applied to restocking and exchanging the item depending on the condition. Typically it will be at least the standard 10% restocking fee. If you do not return the unit in a reasonable amount of time (standard time frame is 7 days) then we may not be able to accept the return or there may be a fee applied). If we find it is

entirely our fault then all freight costs should be covered by ourselves. In this case contact us so we can nominate or organize the preferred return method.

If any products are missing from a delivery you have received then please contact us immediately after receiving delivery.

Ownership of Goods:

All goods ordered on this site are the sole property of Asmarina eConsulting Services until the funds required have been paid and suitably cleared.

Statutory Warranty

No terms listed on this page sets out to or is able to override your Statutory Warranty as outlined in the Fair Trading Act (unless there is a provision within law enabling this).

Privacy

At Asmarina, we intend to give you as much control as possible over your personal information. In general, you can visit Asmarina sites without telling us who you are or revealing any information about yourself or your organisation. There are times, however, when we may need information from you, such as your name, address, and contact numbers to process your order and delivery. It is our intent to inform you before collecting personal information from you on the Internet. In order to provide you with goods and services and maintain our high standards in our professional dealings, Asmarina will inform you of what information is required from you before we can go ahead with your enquiries and orders. If you refuse to supply this information, we may not be able to respond to your requests.

If you choose to give us personal information via the Internet that we or our business partners may need (e.g., to correspond with you, process an order and delivery), it is our intent to let you know how we will use such information. If you tell us that you do not wish to have this information used as a basis for further contact with you, we will respect your wishes. We do keep track of the domains from which people visit us. We analyse this data for trends and statistics, and then we discard it.

Business relationships

The Asmarina site contains links to other web sites. Asmarina is not responsible for the privacy practices or the content of such web sites.

Cookies

There is a technology called "cookies" which can be used to provide you with tailored information from a web site. A cookie is an element of data that a web site can send to your browser, which may then store it on your system. Some Asmarina pages use cookies so that we can better serve you when you return to our site. You can set your browser to notify you each time a cookie is sent, and give you the chance to reject or accept it.

Returns/Credits/Refunds

Firstly, and most importantly please contact us by email or phone to verify if a return/credit will be ok. Read below for guidelines on this procedure.

No freight costs, service fees or credit card surcharges can be refunded (except under special circumstances)

We may replace, credit, refund or exchange faulty products at our discretion

Refunds/Credits are usually made at the current market value

Usually networking products should not be returned until you have authorisation from the manufacturer first (to save time both for you and ourselves)

Returns of non-faulty products:

This is **not** a satisfaction guarantee or try before you buy policy, please be sure of your purchases. Any doubts please email us first. Individual compatibility of items not guaranteed unless installed and tested by our technicians.

If you purchased a product and have a change of mind then we may, at our own discretion, be able to accept a return for refund/credit provided the product is in original packaging/contents/condition and if it is returned within 7 days. However, a minimum of 10% (or \$10 if under \$100, \$5 if under \$20) restocking fee will by default be placed on any returns of this sort (may be waived if completely unopened & and you would like a store credit). Larger restocking fees may be accommodated by us if you cannot return it in its original condition.

If a product is faulty during its one year warranty (past the DOA period) then it is subject to either the standard or manufacturer warranty replacement/fix and usually no refunds/credits will be offered.

**Notes:* If the testing of a product that is non faulty is done at an inconvenience to us then the standard fee will be \$88 for the first hour and \$50 per hour afterwards.

Also if it is reasonable to do so; certain fees may be charged for certain warranty cases wherein it is lawful that the customer may have to cover some of the expenses.

Any refunds may incur a \$5 accounting fee plus any EFTPOS fees on top of anything before mentioned (this is rarely applied but will usually only apply to mistakes made by yourself, in purchasing the wrong product etc.).

NWS (National Warranty Services) Third Party Warranty:

This is for the warranty services provided through NWS. This includes warranty extension, onsite services etc. See under the service category for the options available.

Go to their website <http://www.nationalwarranties.com.au> for their terms and conditions. The warranty contract is directly between the customer and NWS. All responsibility is bearded by NWS once the contract comes into effect.